

# Public Buildings

City of Newton Performance Management  
August 2011 Scorecard



## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting the target  
Red = actual value more than 10% away from meeting the target



## Trend Key

Up = actual value has improved since last reporting period  
Right = actual value has stayed the same since last reporting period  
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
<b>1. Clean and maintain City buildings</b>					
		# of Work Orders Requested	377	300	77
		# of Work Orders Completed	177	325	148
		# of Work Orders Completed Per Day Per Craftsman	0.7	3	2.30
		% of preventative maintenance workorders completed on schedule	100	95	5
		Number of outstanding workorders	913	650	263
		% of emergency or safety requests completed within 24 hours	100	100	0
		% of medium or low priority work requests completed within 7 days	22	90	68
<b>2. Manage utility and energy upgrades and consumption</b>					
		% reduction in Electricity Consumption from FY08		20	
		% reduction in Natural Gas Consumption from FY08 (yearly)		100	
		% reduction in Oil Consumption from FY08 (yearly)		85	
<b>3. Plan, implement, and oversee capital projects</b>					
		% of capital projects under budget	77	90	13
		% of capital projects on schedule	63	90	27

## Notes

Work orders completed for this month are skewed low due to using the craftsmen to complete capital projects in the schools. Although this reduces our maintenance output, it did save approximately a million dollars.  
We are still awaiting energy use information from Mass Energy Insight and will post an update scorecard as soon as we receive it.